

Wisconsin Public Psychiatry Network Teleconference (WPPNT)

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Individual Placement and Support (IPS) Supported Employment

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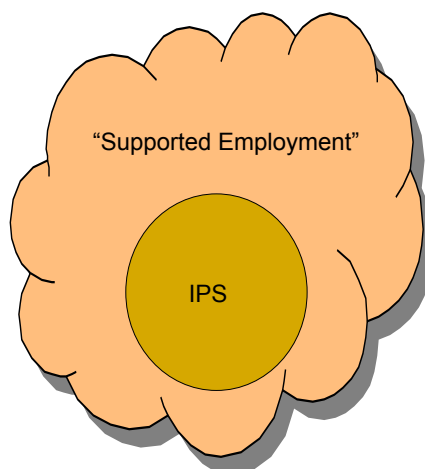
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“My Dream Job”

- “Steve” has a strong desire to work but is insecure about his mental illness and was doubtful about anyone hiring him.
- Steve believes he has psychic powers and was interested in being a physicist.
- After exploring the schooling involved he would rather look for work he can do now.
- He enjoyed cleaning with his Mom as a child and was interested in trying cleaning in an office like environment.
- He was hired three months ago at a local hospital and really enjoys the people, prestige (keys and a badge), and trust from his co-workers.

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What is “supported employment” and how does IPS fit?



- Supported Employment is a system of supports for individuals with disabilities who require supports in the long term to maintain competitive employment.
- IPS refers to a specific evidence-based practice that has been proven to improve employment outcomes for individuals with severe and persistent mental illness.

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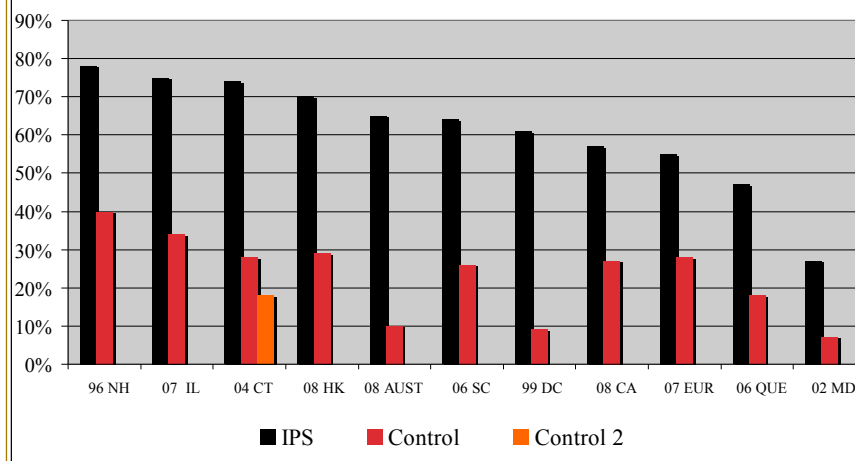
Background/History



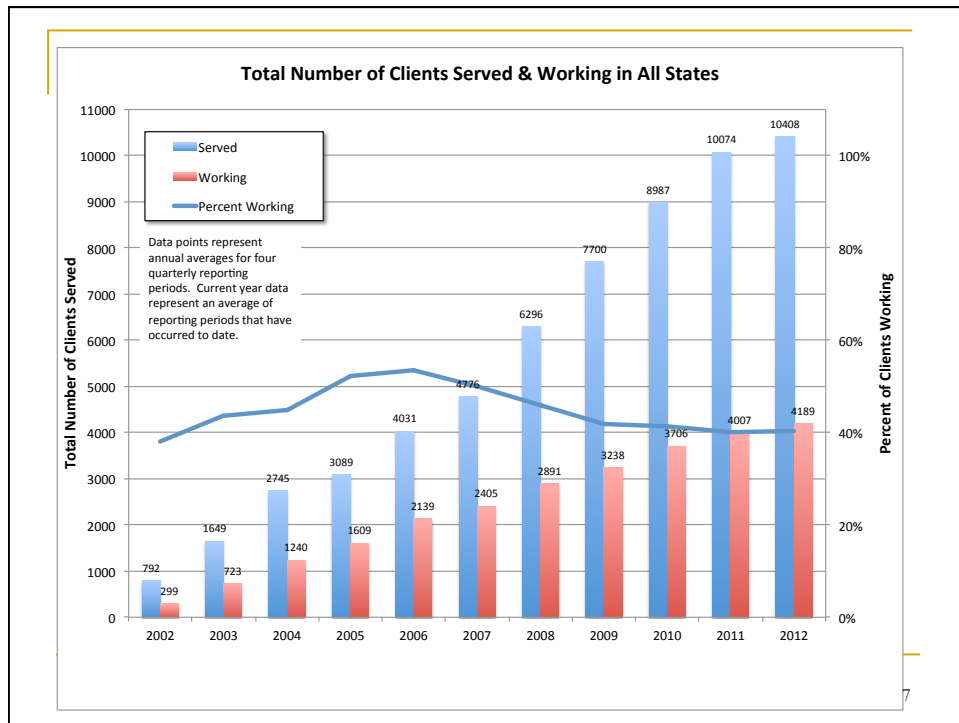
- Developed by Robert Drake and Debbie Becker at Dartmouth Psychiatric Research Center.
- Looked at the characteristics of successful employment specialists/programs and tested it widely-Randomized Control Trials
- Johnson & Johnson Foundation funded to spread the program internationally. (133 sites in 15 states in US, and 3 international sites)

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**Competitive Employment Rates in
11 Randomized Controlled Trials of
Individual Placement and Support**



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Eight basic principles form the “spirit” of IPS

- Client centered
- Zero exclusion
- Competitive jobs are primary goal
- Integrated into mental health treatment teams
- Personalized benefits counseling
- Rapid job search
- Systematic job development
- Time-unlimited job supports

The “law” of IPS = fidelity

- Adherence to the evidence-based model program
- All of the components have been researched and constitute the real nuts and bolts of IPS
- What would be important for you to know?
- 25 components in three interwoven areas
 - Staffing
 - Organization
 - Services

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Some highlights of fidelity

- Staffing – embedded employment specialists, 20 person caseload ideal, specialists conduct all phases of employment
- Organization – integration, agency buy-in, collaboration with VR, vocational unit, outcome based supervision
- Services – work incentives benefits planning, disclosure, zero exclusion, diverse job types and employers, individual and time unlimited supports, assertive community based services, and job development.

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How does this look in practice?

- Consumer decides they want to look for a job.
- Case management/service facilitator submits referral to IPS program.
- Team meeting (Employment specialist and team within 7 days).
- Work on Career Profile, benefits counseling, etc.
- Start looking for school/work options (~30 days).
- Find job develop work natural supports.
- Transition back to case management/service facilitation.

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What consumers might notice

- Rapid referral and job search
- No, or very rare, assessments or pre-employment screening or on-the-job trials
- Personal choice in job type, location, disclosure, supports
- Team works together (DVR, mental health, employment)
- Follow along supports continue until they decide

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What mental health professionals might notice..

- Not just a “hand-off” to an employment agency/specialist (intake, engagement, family and team meetings, employment specialist on the team, etc.).
- Employment is part of recovery.
- “Stress” of a job is probably less than “stress” of unemployment, isolation, lack of funds.

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What employment specialists notice

- Co-location with mental health treatment team
- Job development is key and outcomes are measured (6 contacts with someone who can hire per week)
- Process continues: no waiting for...funding, assessments, etc.
- Emphasis on symptom management related to work in a team environment.
- Community based (65% of work time in community)

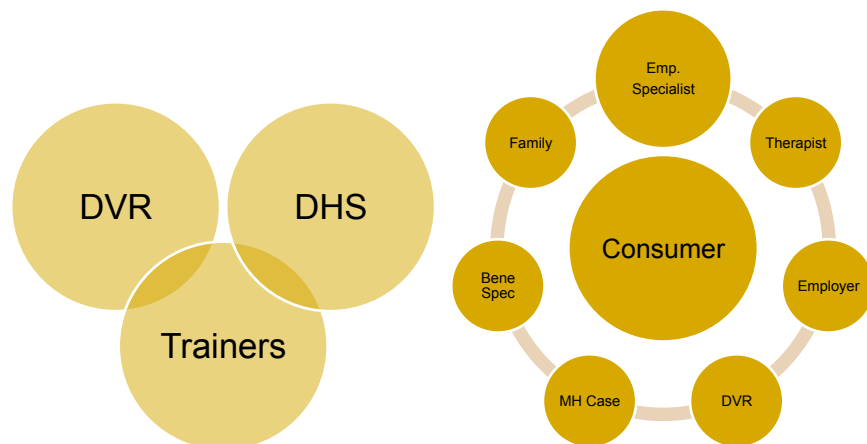
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Vocational Rehabilitation Counselors might see:

- All referrals from programs routed to identified IPS/DVR counselors
- Employment specialists may play a role in meetings with consumer
- DVR part of MH treatment team
- Process (job search) will continue with or without DVR plan in place

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WI State IPS Team/Individual Team



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Wisconsin IPS Learning Collaborative

Sites participating in the learning collaborative receive:

- ❑ Annual meeting for IPS teams, quarterly supervisor meetings and information sharing amongst teams.
- ❑ Access to Dartmouth/Johnson & Johnson materials, on-line training course, and research.
- ❑ Technical support, fidelity reviews and quality improvement assistance by the state team.
- ❑ Participate in the J&J/Dartmouth national data collection and eligibility for annual awards.

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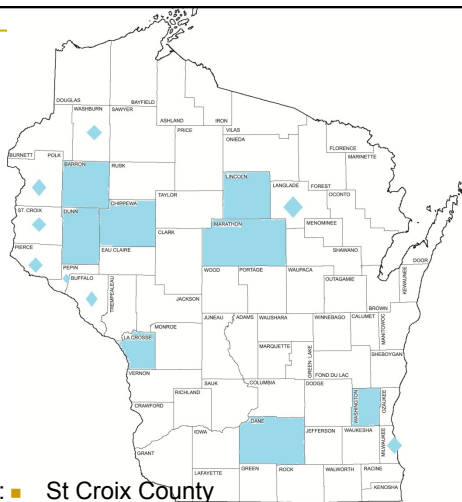
Wisconsin Sites

Current WI IPS Learning Collaborative County Sites

- Barron County
- Dunn County
- Chippewa County
- La Crosse County
- Washington County
- Marathon County
- Lincoln County
- Dane County*

Interested and or in motion to expand: ■ St Croix County

- Milwaukee County
- Outagamie County
- Polk County
- Buffalo County
- Pepin County
- Pierce County
- Washburn County*



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Lessons learned in Wisconsin

- Regional Approaches can work!
 - Set up a regional vocational unit that combines employment specialists (0.3 FTE – full time) into a single supervisory unit.
 - Supervision is key to aid in training, integration, and focus on outcomes.
- Start small, get the right people in place and provide technical assistance.
- Team meeting changes: more smiles and cheers!

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What if you don't have IPS?

- Some consumers who want assistance may not be working in one of treatment programs that can offer IPS (Community Support Programs (CSP); Comprehensive Community Support (CCS); and/or Community Recovery Services (CRS).
- Job development skill training: talking to employers, disclosure, proactive in what you want to do, not what is available/bearable.

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Focus on Strengths

- A lot of time with employment specialists is spent trying to help build confidence, focus on strengths, and narrow down the job search.
- Brainstorm Activity (Handout 1) is something anyone could do with a consumer to help guide employment efforts
- Build a job search plan and resume based on strengths.

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Positive Brainstorming Activity

Positive Brainstorming Group Consultation
Instructions

- Have person in mind for discussion.
 - Invite person to the brainstorming if possible.
 - Invite the case manager, family member, friend to brainstorming as well if possible and with permission from person.
- In column #1, list the strengths, talents, skills, interests, and positive characteristics of the person and write down on the flip chart.
- Stay positive and strengths-based in the discussion. Refuse anything that can be interpreted as negative ("don't not have transportation", "is willing to work 1/2 mile to work").
- In column #2, list any area of employment that may match up with the person's interests, talents, strengths, characteristics etc. What types of employers would find the person's attributes useful or their business? Do not list specific employers here - just the field of employment. (For example: computer stores, supermarkets, retail stores, drycleaners, appliance manufacturers, etc.)
 - It might be helpful to have a CWS database or DCS printout of job fields to refer ideas.
- In column #3, list specific employers in the community that match up to types of employment listed under column #2. If you have the name of an employer, list any names that have a network/contact with that business to make job development easier. If you don't know any specific employer names, list the network/contact name of someone who may be able to help locate a specific employer. List as many business names and contact/network names as possible.
 - Might be helpful to have a CWS database printout of local employers to refer ideas.
- NEXT STEPS -
 - Follow-up on the list in column #3 by asking the individual which place would be the best to investigate first.
 - Follow-up with contacts/networks and businesses and keep track of outcomes each week. Discuss in employment team meetings.

Process takes at least 30 minutes for one individual.

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Positive Attributes <small>(strengths, talents, interests, characteristics, past employment, education, experience)</small>	Types of Employment <small>(What kinds of businesses would find these attributes appealing?)</small>	Local Employer Names & Contacts/Networking Leads <small>(list the names of any contact for the business or any networking leads for that area of work if no specific employer comes)</small>
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Talking to employers

- Go where you want to work, not where they are hiring.
- Take time to get to know the employer and their needs (job development).
- Practice, practice, practice (mock interviews, job shadow, watch people working)
 - Employment specialists are required to make 6 contacts per week.
- How much to disclose?

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“I did it, you can too!”

- Adam, 26 year old male with wry sense of humor a steady job and aspirations of an advanced degree (also diagnosed with bipolar disorder).
- His employment specialist assisted him with resume building and interviewing skills pre-employment and job-coaching, transportation and symptom management after being hired.
- Adam says: “When you work you have less time to think and destabilize yourself with your thoughts.” “It (a job) builds character. Being praised by your boss for good work builds self esteem and you realize if you can do this, you can do other things too.”

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Resources



- Dartmouth PRC
 - www.dartmouth.edu/~ips
- Paths to Employment Resource Center (IPS)
 - www.percthinkwork.org
- NAMI WI
 - www.namiwisconsin.org
- WI DMHSAS
 - http://www.dhs.wisconsin.gov/mh_bcmh/ips/ips.htm

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Contact information-State IPS Team

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